
INDICATORS OF POOR CARE IN PERSONAL CARE/ASSISTED LIVING FACILITIES

The following are common indicators and complaints of residents living in long term care that may be helpful in identifying poor care, neglect or abuse.

- Unanswered call bells
- Incorrect use of restraints (both physical and chemical)
- Excessive use of restraints
- Overly sedated residents
- Not taken to the bathroom regularly or frequently
- Frequent urinary tract infections
- Urine and other body odors
- Unsatisfactory mouth care (i.e. odors)
- Men unshaven
- Hair not combed
- Fingernails/Toenails long and dirty
- Eyeglasses and teeth locked away
- Skin breakdown on buttocks, in skin folds and creases
- Not offering water to residents (dehydration)
- Dry mouth, eyes sunken, very dry skin, speech problems
- Unexplained confusion or drowsiness
- No assistance with feeding leading to poor nutrition
- Reddened areas that do not disappear
- Poor staff training
- Inadequate supervision of staff
- Threats, rough handling, scolding

If any of these, or other unmentioned indicators are present, question residential staff, nursing staff, social worker/caseworker, etc., and ask what can be done about the situation. If after confrontation, no action is taken, report conditions to appropriate authorities (see “Helpful Phone Numbers” in Section 2 of this handbook)